



DEAR NEIGHBORS,

Now that winter is coming, we have to prepare for snow, ice, and freezing temperatures, and ensure our neighbors are also prepared. This guide will help you and your family get ready for the coming winter weather. You will also get tips on how to work with other residents, business owners, and City agencies to keep our streets and sidewalks safe from snow and ice this winter.

Please look out for your friends and neighbors this winter, especially as we continue to battle COVID-19. Older residents and people with critical health issues need to be checked on regularly. Call 3-1-1 if you need help or have any non-emergency questions. If you or someone you know needs emergency assistance, call 9-1-1 immediately.

I hope you have a safe and healthy winter. Please keep this guide in an accessible location or share it with someone who needs it.

Mayor Wu
Michelle Wu



City of Boston
Mayor Michelle Wu

REPRODUCED BY 274C

PRST STD
ECRWSS
U.S. POSTAGE
PAID
BOSTON, MA
PERMIT NO. 53434

*****ECRWSSDDM*****

RESIDENTIAL CUSTOMER
BOSTON, MA

IMPORTANT NUMBERS

For Emergencies (Police, Fire, EMS) call 9-1-1
For Non-Emergencies call 3-1-1 or (617) 635-4500

Boston Water & Sewer:
617-989-7000
Eversource:
800-592-2000
National Grid Gas:
800-322-3223
Verizon: 800-837-4966
ABCD Fuel Assistance:
617-357-6012
DCR: 617-626-4973
MassDOT:
857-368-6111
MBTA: 617-222-3200

BOS:3-1-1
Report unshoveled
sidewalks to the
City with the
BOS:311 app.



Download
the App



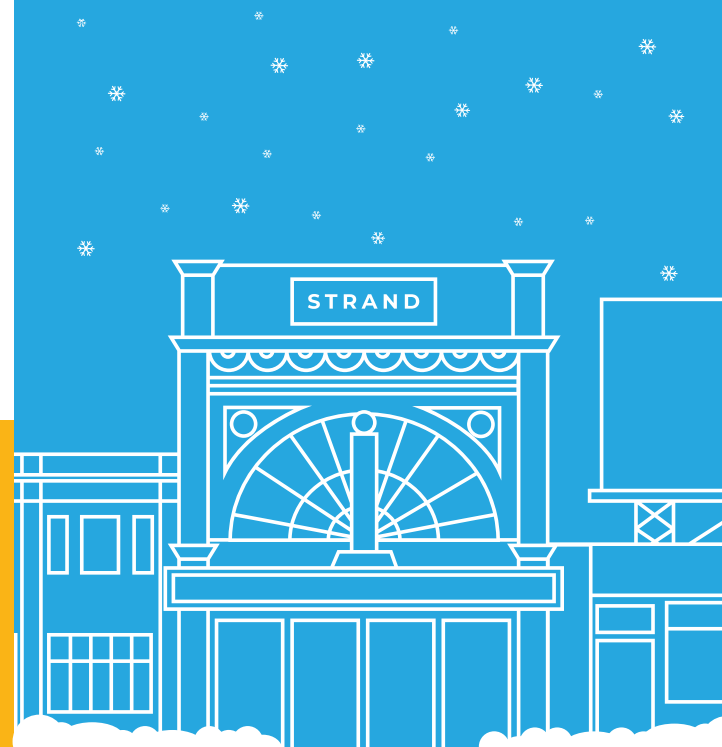
WINTER WEATHER GUIDE 2021-2022

SIGN UP AND STAY INFORMED

To get news about snow emergencies, parking bans, school delays and cancellations, please visit:

- boston.gov/snow
- follow @CityofBoston on Twitter
- register for alerts at boston.gov/alert-boston

You can also call 3-1-1 or 617-635-4500 for non-emergency City services.



This Guide is available on boston.gov/snow in:

Español | Spanish
Kriolu | Cabo Verdean Creole
简体中文 | Simplified Chinese
Русский | Russian
繁體中文 | Traditional Chinese
Français | French
Kreyòl ayisyen | Haitian Creole
Tiếng Việt | Vietnamese
Português | Brazilian Portuguese
Arabic | العربية

CLEARING SIDEWALKS

We ask residents and business owners to clear snow, slush, and ice from sidewalks and pedestrian ramps that abut your property. After a storm, you are required to clear these areas:

- within 3 hours of snowfall ending, or
 - 3 hours after sunrise if it snows overnight.
- Remove ice to bare pavement or make it as level and passable as possible. Sidewalks must be cleared to create at least a 42-inch-wide path to accommodate wheelchairs and strollers.

The Code Enforcement Division will issue fines to residents and business owners in violation of these rules. Fines can be issued each day until the violation is addressed.

Current Fines for uncleared sidewalks:

- Commercial property: \$200
- Residential property, 16 or more units: \$100
- Residential property: \$50

DEALING WITH SNOWY STREETS

Help us keep streets open to plows and emergency vehicles by parking at least 20 feet away from intersections and no further than one foot from the curb. Don't block sidewalks, fire hydrants, pedestrian ramps, bike lanes, driveways, or the street with your vehicle.

During a snow emergency, discounted parking is available in certain garages with a valid resident parking permit. Discounted parking at public parking facilities and municipal lots begins two hours before the start of a snow emergency and ends two hours after. We don't allow evening and overnight parking at Boston Public School lots during snow events.

Check [boston.gov/snow](https://www.boston.gov/snow) to find out information on discounted garages and where not to park during a snow emergency.

STAY WARM AND SAFE

Renters:

Heating problems? First alert your landlord. If your landlord is unresponsive, call 3-1-1 to file a report, and Inspectional Services will investigate.

Homeowners:

Need help paying for heat? Apply for help through the State's Low Income Home Energy Assistance Program (LIHEAP). Visit boston.gov/home-heating or call 617-357-6012.

Everyone:

Never use your oven for heat. Space heaters can cause fires, so don't place them near curtains or things that can catch fire. Remember to turn them off before going to bed. Clear exhaust vents to avoid carbon monoxide poisoning, and check for working carbon monoxide and smoke detectors.

Units must be heated to:

68° From: 7a.m.-11p.m.
64° From: 11p.m.-7a.m.

SNOW MAY SLOW RECYCLING AND TRASH COLLECTION

During severe snowstorms, recycling and trash collection may be cancelled, but this is extremely rare. Most often, severe snowstorms can cause delays in service, so we ask for your cooperation and patience.

To view your neighborhood recycling and trash schedule and to find out what items CAN and CAN'T be recycled in the City of Boston, please visit:

- boston.gov/trash-day
- download the Trash Day app, or
- call 3-1-1.

Crews have a difficult time reaching trash barrels and recycling carts placed behind snowbanks. Please clear an area at the curb for collection or place containers next to or in front of snow banks.

We collect Christmas trees for composting from January 3 - 14. Don't place them in plastic bags. Please remove Christmas tree stands and decorations. If you have two recycling days, we collect Christmas trees on the first recycling day of the week. Place your tree at your curb by 6 a.m.

